

1	Course title	Hospitality Management
2	Course number	1601432
3	Credit hours	3
	Contact hours (theory, practical)	3
4	Prerequisites/co-requisites	-
5	Program title	Business management
6	Program code	10
7	Awarding institution	The University of Jordan
8	School	Business
9	Department	Business management
10	Level of course	Bachelor
11	Year of study and semester (s)	1st 2023/ 2024
13	Other department (s) involved in teaching the course	-
14	Language of Instruction	English
15	Teaching methodology	<input type="checkbox"/> Blended <input checked="" type="checkbox"/> Online
16	Electronic platform(s)	<input checked="" type="checkbox"/> Moodle <input checked="" type="checkbox"/> Microsoft Teams <input type="checkbox"/> Skype <input type="checkbox"/> Zoom <input type="checkbox"/> Others.....
17	Issuing/Revision Date	September 2023

**18 Course Coordinator:**

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**19 Other instructors:**

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## 20. Course Description:

### As stated in the approved study plan.

The course overviews the dynamics of hospitality and service delivery organizations and how it operates in a certain economic and social environments. The aim of this course is to provide students with theoretical and practical background on different hospitality aspects including hotels, restaurants, food and beverage operations, as well as transportations.

## 21. Course aims and outcomes:

### The main aims of this course are:

#### A. Aims:

- Introduce the basic concepts in Hospitality Management to the students through exposing them to the various functions and operations as specified in the chapter assigned.
- Describe the characteristics of the hospitality
- Describe hotel ownership and development via hotel franchising and management contracts.
- Classify hotels by type, location, and price.
- Outline the duties and responsibilities of key executives and department heads.
- Draw an organizational chart of the rooms division of a hotel and identify the executive committee members.
- Describe the main functions of the rooms division departments.
- Describe property management systems and discuss yield management.
- Describe hotel ownership and development via hotel franchising and management contracts.
- Classify hotels by type, location, and price.
- Describe restaurant operations for the front of the house.
- Explain how restaurants forecast their business.
- Outline the functional areas and tasks of a foodservice/restaurant manager
- Define tourism and outline the important international and domestic tourism organizations.

#### B- Students Learning Outcomes (SLOs):

Upon successful completion of this course, students will be able to:

SLOs SLOs of the course	SLO (1) Examine the main concepts, principles and theories associated with business management and discuss a substantial body of subject-based knowledge of business.	SLO (2) Apply problem solving, critical thinking and decision-making skills to solve problems related to business management and recommend further actions.	SLO (3) Develop intellectual and transferrable personal and communication skills applicable to further study and careers.	SLO (4) Design a clearly written, concise business model analyses, and deliver clear, well organized, persuasive oral presentations.
1- Introducing Hospitality and Discuss the history of hospitality through the ages.	*			

2- Describe hotel ownership and development.	*			
3- Describe room division operations.	*	*		
4- Describe restaurant business	*			
5- Describe managed services.	*	*	*	
6- Explain the development of transportation and compare the different methods of tourist travel.	*	*	*	
7- Explain the concepts of recreation and leisure and how attractions are managed.	*		*	
8- Explain the special events industry and describe what meeting planners	*	*	*	*

## 22. Topic Outline and Schedule:

Week	Lecture	Topic	Intended Learning Outcome	Learning Methods (Face to Face/Blended/ Fully Online)	Platform	Synchronous/ Asynchronous Lecturing	Evaluation Methods	Resources
1	1.1	Introductory lecture	1			-	Online	
	1.2	Ch1: Introduction to Hospitality	1	Online	Microsoft teams & e-learning	Synchronous/ Asynchronous discussion	Exams, Assignments, In-class	Main textbook
	1.3	Ch1: Introduction to Hospitality	1&2	Online	Microsoft teams & e-learning	Synchronous/ Asynchronous discussion	Exams, Assignments, In-class	Main textbook
2	2.1	Ch1: Introduction to Hospitality	1&2	Online	Microsoft teams & e-learning	Synchronous/ Asynchronous discussion	Exams, Assignments, In-class	Main textbook
	2.2	Ch2: The Hotel Business	1&2	Online	Microsoft teams & e-learning	Synchronous/ Asynchronous discussion	Exams, Assignments, In-class	Main textbook
	2.3	Ch2: The Hotel Business	1&2	Online	Microsoft teams & e-learning	Synchronous/ Asynchronous discussion	Exams, Assignments, In-class	Main textbook
3	3.1	Ch2: The Hotel Business	1&2	Online	Microsoft teams & e-learning	Synchronous/ Asynchronous discussion	Exams, Assignments, In-class	Main textbook

	3.2	Ch2: The Hotel Business	1&2	Online	Microsoft teams & e-learning	Synchronous/Asynchronous discussion	Exams, Assignments, In-class	Main textbook
	3.3	Ch2: The Hotel Business	1&2	Online	Microsoft teams & e-learning	Synchronous/Asynchronous discussion	Exams, Assignments, In-class	Main textbook
4	4.1	Ch 3: Rooms Division Operations	1-3	Online	Microsoft teams & e-learning	Synchronous/Asynchronous discussion	Exams, Assignments, In-class	Main textbook
	4.2	Ch 3: Rooms Division Operations	1-3	Online	Microsoft teams & e-learning	Synchronous/Asynchronous discussion	Exams, Assignments, In-class	Main textbook
	4.3	Ch 3: Rooms Division Operations	1-3	Online	Microsoft teams & e-learning	Synchronous/Asynchronous discussion	Exams, Assignments, In-class	Main textbook
5	5.1	Ch 3: Rooms Division Operations	1-3	Online	Microsoft teams & e-learning	Synchronous/Asynchronous discussion	Exams, Assignments, In-class	Main textbook
	5.2	Ch 3: Rooms Division Operations	1-3	Online	Microsoft teams & e-learning	Synchronous/Asynchronous discussion	Exams, Assignments, In-class	Main textbook
	5.3	Ch 3: Rooms Division Operations	1-3	Online	Microsoft teams & e-learning	Synchronous/Asynchronous discussion	Exams, Assignments, In-class	Main textbook
6	6.1	Ch6: The Restaurant Business	1&4	Online	Microsoft teams & e-learning	Synchronous/Asynchronous discussion	Exams, Assignments, In-class	Main textbook
	6.2	Ch6: The Restaurant Business	1&4	Online	Microsoft teams & e-learning	Synchronous/Asynchronous discussion	Exams, Assignments, In-class	Main textbook
	6.3	Ch6: The Restaurant Business	1&4	Online	Microsoft teams & e-learning	Synchronous/Asynchronous discussion	Exams, Assignments, In-class	Main textbook
7	7.1	Ch6: The Restaurant Business	1&4	Online	Microsoft teams & e-learning	Synchronous/Asynchronous discussion	Exams, Assignments, In-class	Main textbook
	7.2	Ch6: The Restaurant Business	1&4	Online	Microsoft teams & e-learning	Synchronous/Asynchronous discussion	Exams, Assignments, In-class	Main textbook
	7.3	Ch6: The Restaurant Business	1&4	Online	Microsoft teams & e-learning	Synchronous/Asynchronous discussion	Exams, Assignments, In-class	Main textbook
8	8.1	Ch.7 Managed Services	1&5	Online	Microsoft teams & e-learning	Synchronous/Asynchronous discussion	Exams, Assignments, In-class	Main textbook
	8.2	Ch.7 Managed Services	1&5	Online	Microsoft teams & e-learning	Synchronous/Asynchronous discussion	Exams, Assignments, In-class	Main textbook
	8.2	Ch.7 Managed Services	1&5	Online	Microsoft teams & e-learning	Synchronous/Asynchronous discussion	Exams, Assignments, In-class	Main textbook
9	9.1	Ch.7 Managed Services	1&5	Online	Microsoft teams & e-learning	Synchronous/Asynchronous discussion	Exams, Assignments, In-class	Main textbook
	9.2	Ch.7 Managed Services	1&5	Online	Microsoft teams & e-learning	Synchronous/Asynchronous discussion	Exams, Assignments, In-class	Main textbook
	9.3	Mid- Term Exam	1-4	In- class	-	-	-	Main textbook

10	10.1	Ch 9: Tourism	1&6	Online	Microsoft teams & e-learning	Synchronous/Asynchronous discussion	Exams, Assignments, In-class	Main textbook
	10.2	Ch 9: Tourism	1&6	Online	Microsoft teams & e-learning	Synchronous/Asynchronous discussion	Exams, Assignments, In-class	Main textbook
	10.3	Ch 9: Tourism	1&6	Online	Microsoft teams & e-learning	Synchronous/Asynchronous discussion	Exams, Assignments, In-class	Main textbook
11	11.1	Ch 9: Tourism	1&6	Online	Microsoft teams & e-learning	Synchronous/Asynchronous discussion	Exams, Assignments, In-class	Main textbook
	11.2	Ch 9: Tourism	1&6	Online	Microsoft teams & e-learning	Synchronous/Asynchronous discussion	Exams, Assignments, In-class	Main textbook
	11.3	Ch 9: Tourism	1&6	Online	Microsoft teams & e-learning	Synchronous/Asynchronous discussion	Exams, Assignments, In-class	Main textbook
12	12.1	Ch.10 Recreation, Attractions, and Clubs	1&7	Online	Microsoft teams & e-learning	Synchronous/Asynchronous discussion	Exams, Assignments, In-class	Main textbook
	12.2	Ch.10 Recreation, Attractions, and Clubs	1&7	Online	Microsoft teams & e-learning	Synchronous/Asynchronous discussion	Exams, Assignments, In-class	Main textbook
	12.3	Ch.10 Recreation, Attractions, and Clubs	1&7	Online	Microsoft teams & e-learning	Synchronous/Asynchronous discussion	Exams, Assignments, In-class	Main textbook
13	13.1	Ch.13 Special Management.	1&8	Online	Microsoft teams & e-learning	Synchronous/Asynchronous discussion	Exams, Assignments, In-class	Main textbook
	13.2	Ch.13 Special Management.	1&8	Online	Microsoft teams & e-learning	Synchronous/Asynchronous discussion	Exams, Assignments, In-class	Main textbook
	13.3	Ch.13 Special Management.	1&8	Online	Microsoft teams & e-learning	Synchronous/Asynchronous discussion	Exams, Assignments, In-class	Main textbook
14	14.1	Presentations of Students' Projects	1-8	Online	Microsoft teams & e-learning	Synchronous/Asynchronous discussion	Exams, Assignments, In-class	Pre-defined topics with students depending on our course material
	14.2	Presentations of Students' Projects	1-8	Online	Microsoft teams & e-learning	Synchronous/Asynchronous discussion	Exams, Assignments, In-class	Pre-defined topics with students depending on our course material
	14.3	Presentations of Students' Projects	1-8	Online	Microsoft teams & e-learning	Synchronous/Asynchronous discussion	Exams, Assignments, In-class	Pre-defined topics with students depending on our course material
15	15.1	Presentations of Students' Projects	1-8	Online	Microsoft teams & e-learning	Synchronous/Asynchronous discussion	Exams, Assignments, In-class	Pre-defined topics with students depending on our course material

	15.2	Presentations of Students' Projects	1-8	Online	Microsoft teams & e-learning	Synchronous/Asynchronous discussion	Exams, Assignments, In-class	Pre-defined topics with students depending on our course material
	15.3	Presentations of Students' Projects	1-8	Online	Microsoft teams & e-learning	Synchronous/Asynchronous discussion	Exams, Assignments, In-class	Pre-defined topics with students depending on our course material
16	16.1	Revision	1-8	Online	Microsoft teams & e-learning	Synchronous/Asynchronous discussion	Exams, Assignments, In-class	Main textbook
	16.2							
	16.3	Final Exam	1-8	In- Class	-	-	-	Main textbook

- Teaching methods include Synchronous lecturing/meeting; Asynchronous lecturing/meeting
- Evaluation methods include: Homework, Quiz, Exam, pre-lab quiz...etc

### 23. Evaluation Methods:

Opportunities to demonstrate achievement of the ILOs are provided through the following assessment methods and requirements:

Evaluation Activity	Mark	Topic(s)	Period (Week)	Platform
Quizzes and assignments	10 %	Different	Different	Moodle
Mid -Term	30 %	Different	9	Moodle
Projects	10 %	Different	14-16	Microsoft teams
Final	50 %	All	16	Moodle

### 24. Course Requirements (e.g: students should have a computer, internet connection, webcam, account on a specific software/platform...etc):

Students should have personal computers or smart phone in addition to activate their JU accounts.

### 25. Course Policies:

#### A- Attendance policies:

Students should attend two live classes every week at least during the semester via Microsoft Teams. Failing to meet this requirement will be dealt with according to the university disciplinary rules.

#### B- Absences from exams and handing in assignments on time:

Students should not miss their exam except under extreme circumstances. They are then asked and to produce evidence as an excuse for their absence signed by the assistant Dean for students' affairs. Students should submit their assignments on dates set by their class Professor

C- Honesty policy regarding cheating, plagiarism, misbehavior:  
All the assignments and work submitted by the student must be his or her own. All actions of academic dishonesty including cheating, plagiarism or helping other students in such actions will be dealt with strictly in accordance with the university regulations

D- Grading policy:  
Based on the University's grading policy

E- Available university services that support achievement in the course:  
Available university services.

**26. References:**

A- Required book(s), assigned reading and audio-visuals:  
Walker. J. (2021). Introduction to Hospitality Management, 8thEdition. Pearson/Prentice Hall.

**28. Additional information:**

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Name of Course Coordinator: Niveen AlSayed.      Signature: Niveen      Date: September 2023

Head of Curriculum Committee/Department: ----- Signature: -----

Head of Department: ----- Signature: -----

Head of Curriculum Committee/Faculty: ----- Signature: -----

Dean: -----Signature: -----